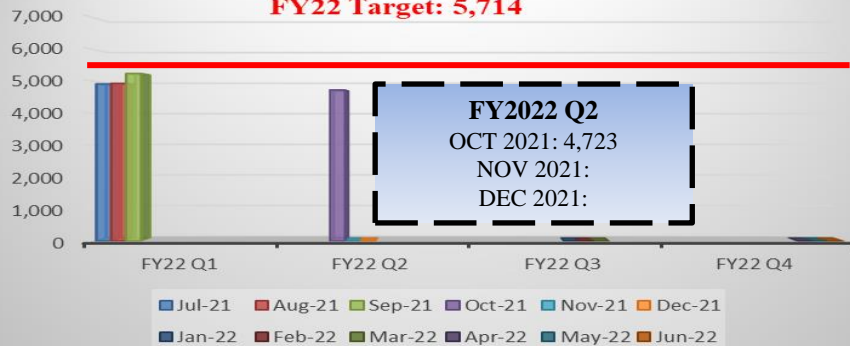# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY22:

(1) RIDERSHIP, (2) ON-TIME PERFORMANCE, (3) PASSENGERS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) REVENUE RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.
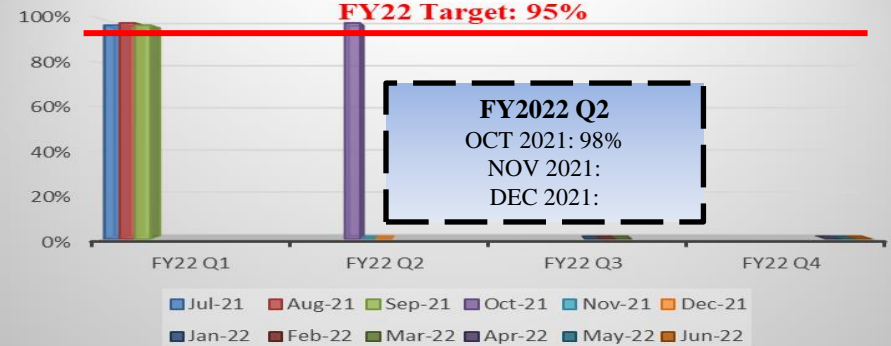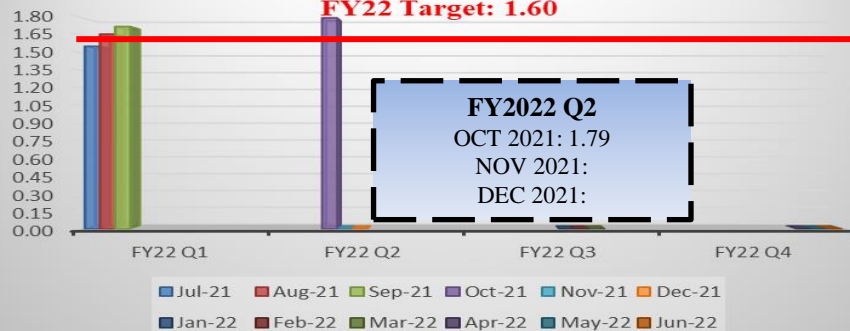
Ridership
FY22 Target: 5,714

FY2022 Q2
OCT 2021: 4,723
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

On-Time Performance
FY22 Target: 95%

FY2022 Q2
OCT 2021: 98%
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Passengers per Revenue Hour
FY22 Target: 1.60

FY2022 Q2
OCT 2021: 1.79
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Valid Complaints
FY22 Target: 1.25

FY2022 Q2
OCT 2021: 0.00
NOV 2021:
DEC 2021:

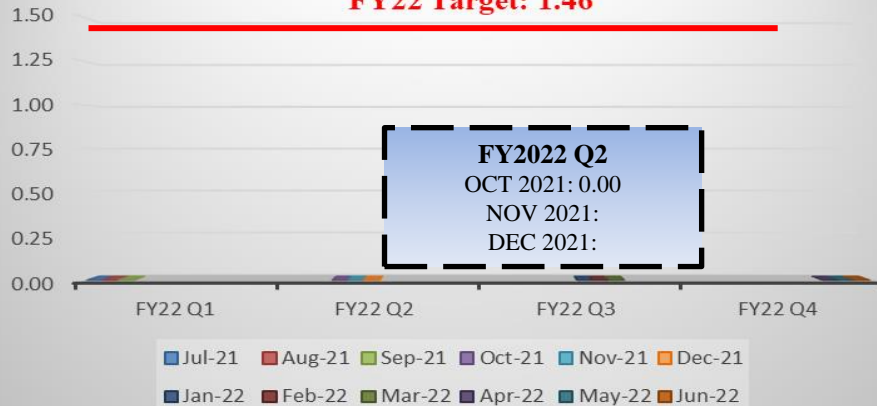Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

Preventable Accidents/ 100,000 Miles
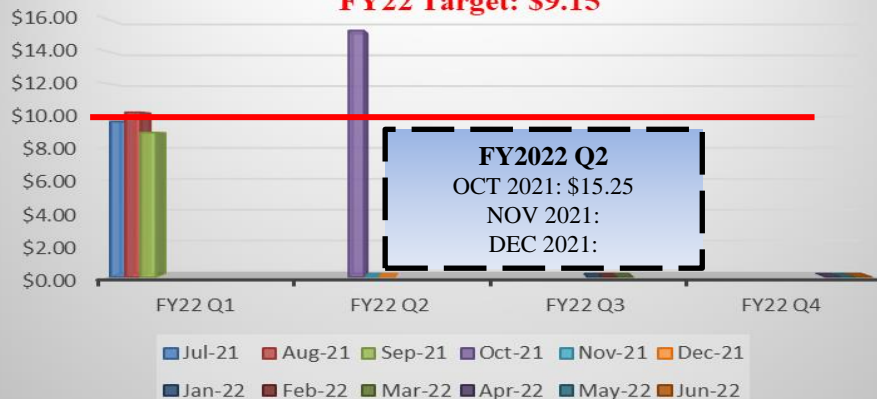**FY22 Target: 1.46**

FY2022 Q2
OCT 2021: 0.00
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Miles between Road Calls
FY22 Target: 52,705

FY2022 Q2
OCT 2021: 51,829
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22
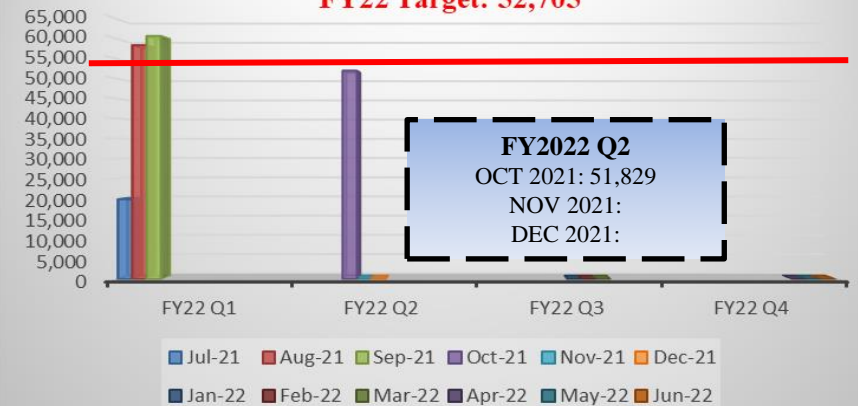
Maintenance Cost/ Revenue Hour
FY22 Target: $9.15

FY2022 Q2
OCT 2021: $15.25
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Maintenance Cost/ Revenue Mile
FY22 Target: $0.59
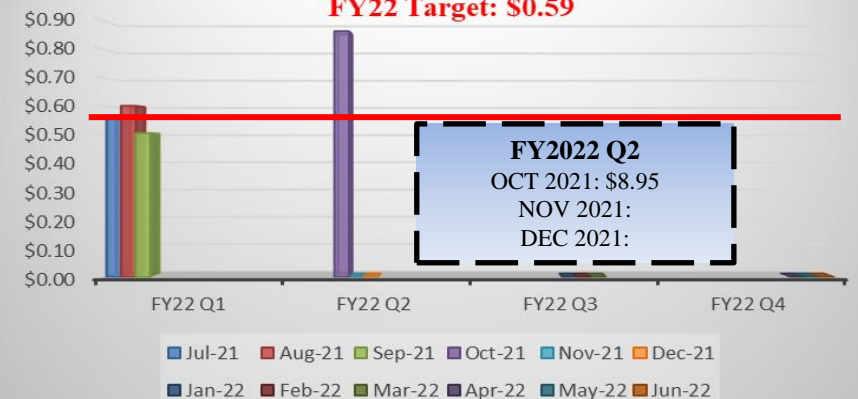
FY2022 Q2
OCT 2021: $8.95
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Updated 12/06/21

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

Revenue Recovery Ratio
FY22 Target: 5.74%

FY2022 Q2
OCT 2021: 9.45%
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22

Operating Expense/ Revenue Hour
FY22 Target: $54.24

FY2022 Q2
OCT 2021: $66.45
NOV 2021:
DEC 2021:

Legend: Jul-21, Aug-21, Sep-21, Oct-21, Nov-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22, May-22, Jun-22
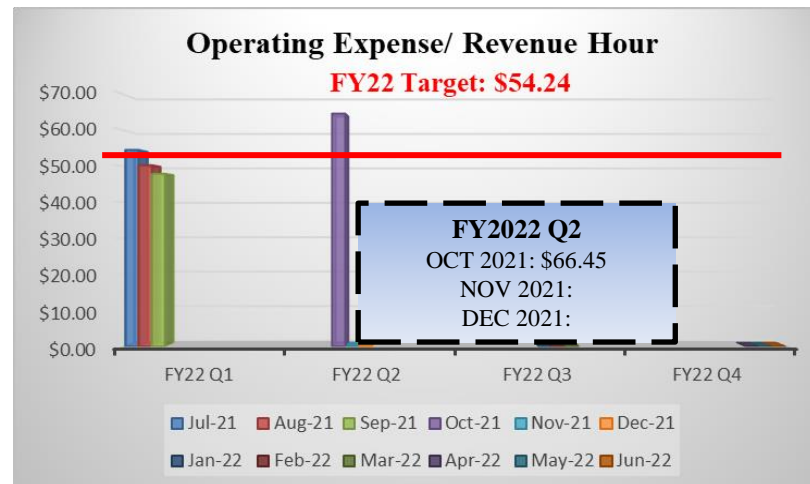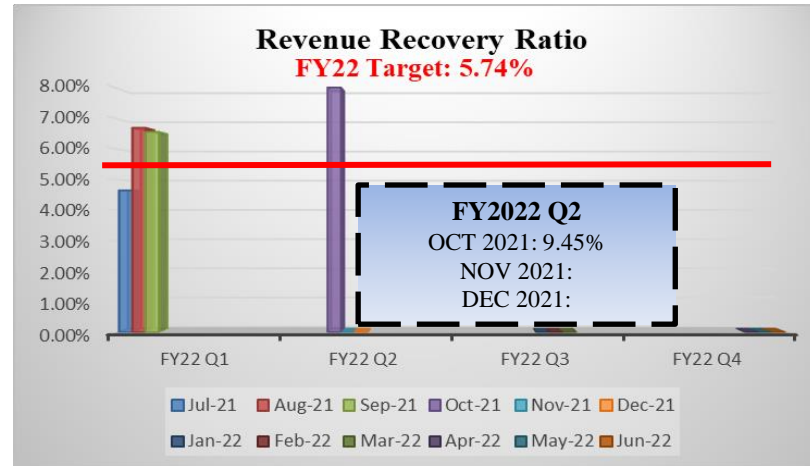
Paratransit Performance Measure Summary:

During **October FY2022**, the following performance measures met or exceeded the target:

1. On-time performance at ***98%***
2. Preventable Accidents per 100,000 miles at ***0.00***
3. Passenger trips per revenue hour of ***1.79***
4. Revenue Recovery ratio at ***9.45%***
5. Total Valid Complaints at ***0.00***

The following performance measures did not satisfy their targets. Those measures are:

6. Ridership at ***4,723***
7. Operating expense per revenue hour at ***$64.45***
8. Miles between road calls at ***51,829***
9. Maintenance cost per revenue hours at ***$15.25***
10. Maintenance cost per revenue miles at ***$0.86***

Paratransit service Performance Measures have not recovered to pre-COVID-19 statistics.